

The "Consumer's Guide to Medicaid Managed Care in New York City" presents relative scores using the star symbol.

Provided by New York State Department of Health

# A Consumer's Guide to **Medicaid** **Managed Care** in New York City





## Choosing a managed care plan

that meets the health care needs of you and your family is an important decision. This brochure will help you make that decision. It has information about the quality of care offered by the different plans, and people's opinions about the care and services the plans provide.

There are other things you need to think about too. Is your doctor in the plan? How close is the doctor's office to your home? Does the plan have special services that you and your family need?

Talk with friends, your doctor and your New York Medicaid CHOICE counselors before making a decision. Ask questions to make sure you know what each plan offers.

## Managed care plans in New York City

		Bronx	Brooklyn	Manhattan	Queens	Staten Island
ABC Health Plan/Institute for Urban Family Health	1-800-298-2420	•		•		
The Bronx Health Plan	1-800-553-8247	•		•		
Care Plus	1-800-535-5618		•		•	•
CenterCare	1-800-545-0571	•	•	•	•	•
Community Choice Health Plan of Westchester	1-800-224-7990	•				
Community Premier Plus	1-800-867-5885	•		•		
Fidelis Care New York	1-888-343-3547	•	•	•	•	•
Genesis Health Plan	1-800-599-2920		•		•	•
HealthFirst	1-800-905-5441	•	•	•	•	•
Health Plus	1-800-300-8181		•		•	•
Health Insurance Plan of New York (HIP)	1-800-447-8255	•	•	•	•	•
Managed HealthCare Systems	1-800-493-4647	•	•		•	•
MetroPlus	1-800-303-9626	•	•	•	•	
Neighborhood Health Providers	1-800-826-6240	•	•		•	•
New York Hospital Community Health Plan	1-800-261-4649		•	•	•	
Partners in Health	1-800-652-1332	•				
United HealthCare of New York	1-800-705-1691	•		•		•
WellCare of New York, Inc.	1-800-334-4096	•	•	•	•	





# A Consumer's Guide to Medicaid Managed Care in New York City

## Key

More stars mean better health plan performance

★★★ Above average

★★ Average

★ Below average

○ Not reported/too few members

## Health Plan

	The Quality of Care provided by health plans to children is measured by:			The Quality of Care provided by health plans to adults is measured by:				Patient Satisfaction with access and service is measured by the answers to five questions:				
	Percent of mothers who had all recommended visits	Percent of two-year-olds who got all their shots	Percent of two-year-olds who have been tested for lead poisoning	Percent of women (21-64) who had a Pap test in past 3 years	Percent of women (52-69) who had a mammogram in past 2 years	Percent of diabetics who had tests to monitor blood sugar	Percent of members who had routine checkups in past year	How happy are you with your health plan?	Are you able to see specialists when necessary?	Would you recommend your health plan to your family or friends?	How happy are you with how long it takes to get an appointment?	How happy are you with your children's medical care?
	Prenatal Care Visits	Childhood Immunization	Lead Screening	Cervical Cancer Screening	Breast Cancer Screening	Monitoring Diabetes	Access to Care	General Satisfaction	Access to Specialists	Recommendation	Access	Children's Care
ABC Health Plan/Institute for Urban Family Health	○	○	○	○	○	○	★★★	★★★	★★★	★★	★★	★★
The Bronx Health Plan	★★	★★★	★★★	★★★	★★★	★★★	★★★	★★★	★★	★★	★★	★★★
Care Plus	○	○	○	★★	○	○	★★	○	○	○	○	○
CenterCare	★★★	★	★★★	★★★	★★★	★★★	★	★★	★★	★★	★★	★★
Community Choice Health Plan of Westchester	★★	★★	★★★	★	○	○	★★★	★★	★★	★★	★★	★★
Community Premier Plus	○	○	○	○	○	○	○	○	○	○	○	○
Fidelis Care New York	★★	★★★	★	★	★	○	★	★★	★★	★★	★★★	★★
Genesis Health Plan	★★	★	★	★	○	★	★★★	★★	★★	★	★★★	★★
Health First	★★★	★★	★	★★	★★★	★★	★	★★★	★★	★★	★★	★★
Health Plus	★★★	★★★	★★★	★★★	★★★	★★	★★★	★★	★★	★★	★★	★★
Health Insurance Plan of New York (HIP)	★	★★	★★★	★★★	★★★	★★	★★★	★★	★★	★★	★	★★
Managed HealthCare Systems	★★	★	○	★	★	★★	★★	★★	★★	★★	★★	★★
MetroPlus	★★★	★	★★	★★★	★★★	★★	★	★★	★★	★★	★★	★★
Neighborhood Health Providers	★★	★★	★★	★★	○	★	★★★	★★	★★	★★	★★	★★
New York Hospital Community Health Plan	○	○	○	★★★	○	○	★★	○	○	○	○	○
Partners in Health	★★	★★	★★	★	★★	★	★★★	★★	★★	★★	★★	★★
United HealthCare of New York	○	○	○	★★	○	○	★★	★★	★★	★★	★★	★★
WellCare of New York, Inc.	★★	★★	★	★★	★★	★	★★★	★★	★	★	★★★	★★





# Important numbers

To learn how to enroll in a health plan, call:

**New York Medicaid CHOICE**

**1-800-505-5678**

If you have a problem with your health plan, call:

**New York State Health Department Complaint Hotline**

**1-800-206-8125**

For copies of this guide, call:

**New York State Health Department**

**518-486-6074**



State of New York  
George E. Pataki, Governor

Department of Health